

Respond to Requests for Supplier Details

This guide will step you through how to set up your company when NSW RFS request you to update your information. **We recommend completing this process on a laptop or PC for a better experience. Using a mobile phone limits the page views, and some of the links in the form may not work.**

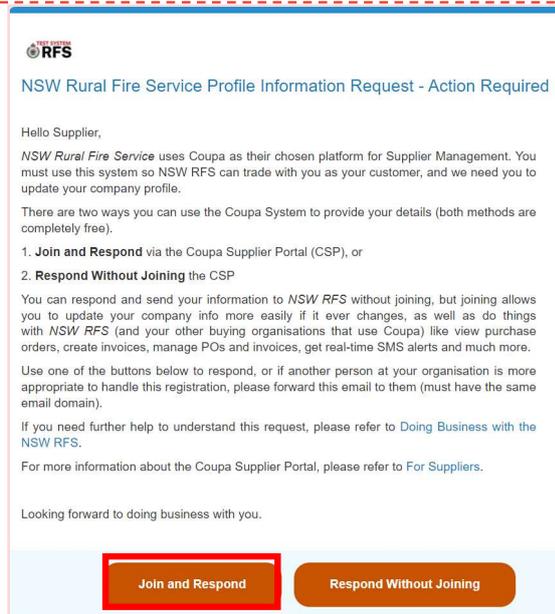
1 Responding and Registering with the RFS

You will receive a request from the RFS requesting your supplier information from

NSW Rural Fire Service <do_not_reply@rfsnsw.coupahost.com>

Click on the **Join and Respond** button at the bottom of the e-mail and proceed to Step 2. This will allow you to transact with RFS electronically. Please note that the Coupa supplier portal is free, and RFS doesn't require you to be verified via the Coupa Verify.

Alternatively, you can click the **Respond Without Joining** button if you don't want to join, please proceed to Step 3 on Page 2.



2 Registering with the Coupa Supplier Portal

If you select **Join and Respond**, you can create a login for the CSP and follow the prompts for information. You need to:

- Create and Confirm your password
- Accept the Privacy Policy and Terms of Use
- Click the Create an Account Button

If you are not the correct person to register for your company, click **Forward this to someone** instead.

After creating an account, you need to fill in the Verification Code to verify your email, and then you will be taken to a new screen to set up your company's CSP account:

- Provide requested info, then click **Next** to complete the account setup
- Then click **Take Me There** to provide RFS required information
- For more support on joining CSP, please check [Create Your Account](#) and [Coupa CSP FAQ](#).

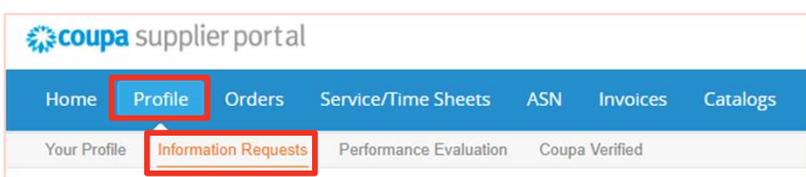
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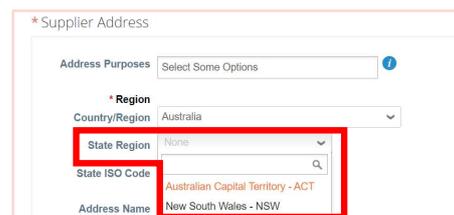
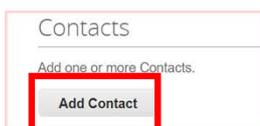
3 Completing the **Supplier Information Update Form**

There are 7 sections to the form that must be completed.

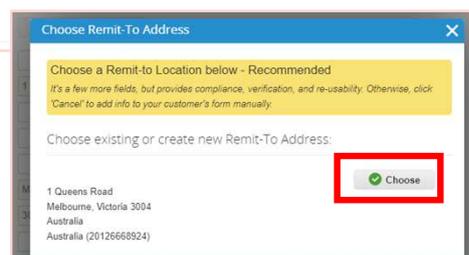
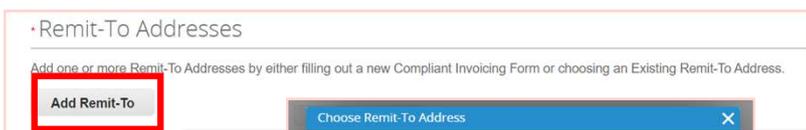
3A If you previously selected **Join and Respond** in Step 1, you can use the Save button at the bottom to complete the form later. To access your form again, select the Profile tab, then select "Information Requests".



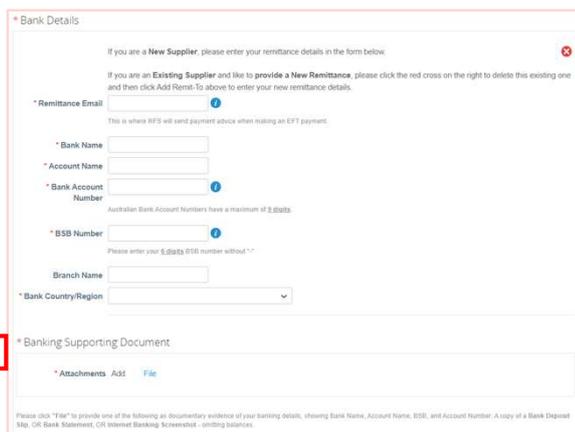
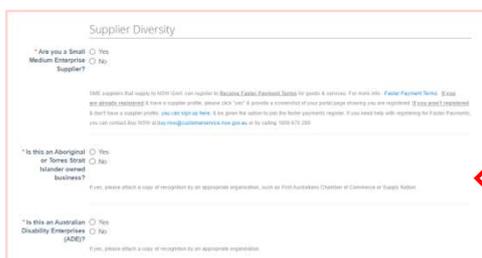
3B Follow instructions to provide your Company, Contact, and Address Details. Please note that you can add Additional Contacts by clicking the Add Contact button, and the State Region is a mandatory field to fill.



3C If you selected **Join and Respond** in Step 1, please click **Add Remit-To** button to provide your remittance information. If you provided it during the CSP account setup in Step 2, click **Choose** to select the default remit-to address.



3D Follow the instructions to provide your Bank Account, Banking Supporting Document, Tax Registrations, and Diversity Information.





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3 Completing the **Supplier Information Update Form**

3E You are required to complete the *Declaration of Conflict of Interest*. Once you have selected the appropriate option and confirmed the *RFS Terms and Conditions*.

3F When all details are updated, and you are comfortable with the information, select **Submit for Approval** or **Submit**.

3G You will know the form is submitted when a Pending Approval status is visible at the top of the form, and the form is no longer editable.

3H If the form cannot be submitted, there could be errors or data missing, please scroll down to find fields highlighted in red.

Common errors could be bank details missing, bank evidence not attached, state region missing, or invalid phone number format.

4 Post Submission Notifications

Following submission, you will receive two notifications from RFS:

1. A follow-up notification from Coupa for approval, or comments to provide clarification or additional information
2. Vendor Number notification from SAP